

Managing Dispatch Sources

Dispatch Sources in OPS-COM allow administrators to define and categorize the origins of dispatch calls or events (e.g., "Phone Call," "Email," "Officer Initiated"). This feature enables better tracking of incident intake, facilitates efficient routing to relevant categories, and enhances reporting on the origins of dispatch activities.

Using this Feature

The **Dispatch Category Link Administration** page allows you to define where your dispatch calls originate from and link them to relevant dispatch categories.

1. Click **System Administration**, then **Dispatch**, and click **Manage Dispatch Sources**.

Adding a Dispatch Source

1. Click the **Add Dispatch Source** button.
2. Type in the **Name** (e.g., "Walk-In," "Radio," "Internal Alert").
3. Select the **categories** that should be linked to this source from the connected dropdown menu.
 - Note: If you want to select all categories, you can left-click on the first category and use CTRL Click to select them all.
4. Click **Save Changes**

Editing a Dispatch Source

1. Choose the Edit button next to the source you wish to edit.
2. Make the changes and click **Save Changes**.

Best Practices & Considerations

- **Comprehensive Definitions:** Define all common methods by which dispatch calls or alerts are received in your organization (e.g., "Emergency Line," "Non-Emergency Phone," "Email," "Mobile App Submission").
- **Logical Category Linking:** Link each source to all relevant dispatch categories it might generate (e.g., "Phone Call" might link to "Parking Incident," "Security Alert," "Maintenance Request").
- **Consistency:** Ensure consistent use of defined dispatch sources by all personnel involved in dispatch activities to maintain accurate reporting.

- **Reporting Value:** Properly categorized dispatch sources are invaluable for generating reports on call volume, types of incidents by source, and identifying trends in how incidents are reported.
 - **Review Regularly:** Periodically review your list of dispatch sources to ensure they remain current and relevant to your operational needs.
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